

**OFFICIAL****RECEIVED  
CENTRAL FAX CENTER**

MAY 03 2004

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appln. No.: 09/497,279  
Applicant: CARTER, George E. et al.  
Filed: February 2, 2000  
TC/A.U.: 2157  
Examiner: NAJJAR, Saleh

Docket No.: 00P7437US  
Title: BACKGROUND PROCESSING  
DEFERMENT COMPUTER TELEPHONY

**Certificate of Facsimile Transmission**

I hereby certify that this document is being facsimile transmitted on the below listed date, consisting of the below listed number of pages, and to the below listed fax number.

Date of Trans.: May 3, 2004  
Fax Number: 703-872-9306  
No. of Pages: Eight (8) Total

By: 

Jeanette LeTappin

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT B**

Sir:

In response to the Final Office Action of March 8, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 6 of this paper.